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Relevance scale ☐ ☐ ☐ ☐ ☐**1 Queue Focus: Beyond Instant Messaging**

John C. Tang, James Bo Begole

November 2003 **Queue**, Volume 1 Issue 8

Full text available: pdf(925.99 KB)

html(35.63 KB)

Additional Information: [full citation](#), [index terms](#)**2 IM everywhere: Instant messaging in teen life**

Rebecca E. Grinter, Leysia Palen

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available: pdf(348.66 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Instant Messaging (IM) is being widely adopted by teenagers. In a study of 16 teenage IM users, we explore IM as an emerging feature of teen life, focusing our questions on its support of interpersonal communication and its role and salience in everyday life. We qualitatively describe the teens' IM use interpersonally, as well as its place in the domestic ecology. We also identify technology adoption conditions and discuss behaviors around privacy management. In this initial investigation, we fo ...

Keywords: CSCW, HCI, chat, communications, domestic information technology, instant messaging, qualitative user study, teenagers

3 IM here: public instant messaging on large, shared displays for workgroup interactions

Elaine M. Huang, Daniel M. Russell, Alison E. Sue

April 2004 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available: pdf(583.35 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Instant messaging (IM) in the workplace has proven to be a valuable tool for facilitating informal communication. Its benefits, however, are generally limited to times when users are in front of their computers. Because so much work takes place while people are mobile within their workplace, we sought to extend the benefits of IM beyond people's personal machines and into publicly accessible groupware. We first conducted a study of large display groupware applications (LDGAs) to understand the a ...

Keywords: computer mediated communication, groupware, instant messaging, large displays, public displays

4 Interaction and outeraction: instant messaging in action

Bonnie A. Nardi, Steve Whittaker, Erin Bradner

December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Full text available:  pdf(163.10 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We discuss findings from an ethnographic study of instant messaging (IM) in the workplace and its implications for media theory. We describe how instant messaging supports a variety of informal communication tasks. We document the affordances of IM that support flexible, expressive communication. We describe some unexpected uses of IM that highlight aspects of communication which are not part of current media theorizing. They pertain to communicative processes people use to connect with eac ...

Keywords: computer-mediated communication, informal communication, instant messaging, media theory, outeraction

5 Awareness of presence, instant messaging and WebWho

Peter Ljungstrand, Ylva Hård af Segerstad

December 2000 **ACM SIGGROUP Bulletin**, Volume 21 Issue 3

Full text available:  pdf(776.18 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

We report from a study of how awareness of presence can affect instant messaging behavior. WebWho is a web based awareness system that visualizes where people are located in a large university computer lab. It allows students to virtually locate one another and, among other functions, to communicate via an instant messaging system. Typically, instant messages are signed with the sender's name, but messages can also be sent anonymously. The students use the messaging system to support collaborati ...

Keywords: awareness of presence, computer-mediated communication, instant messaging, web visualization

6 Managing communications: Contact management: identifying contacts to support long-term communication

Steve Whittaker, Quentin Jones, Loren Terveen

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available:  pdf(206.57 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Much of our daily communication activity involves managing interpersonal communications and relationships. Despite its importance, this activity of contact management is poorly understood. We report on field and lab studies that begin to illuminate it. A field study of business professionals confirmed the importance of contact management and revealed a major difficulty: selecting important contacts from the large set of people with whom one communicates. These interviews also showed that communic ...

Keywords: PDAs, address books, asynchronous communication, communication history, contact management

- 7 Informing the design of an information management system with iterative fieldwork
Victoria Bellotti, Ian Smith
August 2000 **Proceedings of the conference on Designing interactive systems: processes, practices, methods, and techniques**

Full text available:  pdf(645.09 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We report on the design process of a personal information management system, Raton Laveur, and how it was influenced by an intimate relationship between iterative fieldwork and design thinking. Initially, the system was conceived as a paper-based UI to calendar, contacts, to-dos and notes. As the fieldwork progressed, our understanding of peoples practices and the constraints of their office infrastructures radically shifted our design goals away from paper-based interaction to embedded in ...

Keywords: design, field study, interview, iteration, personal information management

- 8 I Think, therefore IM: Hubbub: a sound-enhanced mobile instant messenger that supports awareness and opportunistic interactions
Ellen Isaacs, Alan Walendowski, Dipti Ranganthan
April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available:  pdf(435.28 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

There have been many attempts to support awareness and lightweight interactions using video and audio, but few have been built on widely available infrastructure. Text-based systems have become more popular, but few support awareness, opportunistic conversations, and mobility, three important elements of distributed collaboration. We built on the popularity of text-based Instant Messengers (IM) by building a mobile IM called Hubbub that tries to provide all three, notably through the use of earc ...

Keywords: Palm, awareness, earcons, instant messaging, mobile computing, sound IDs, sound instant messages, wireless

- 9 I Think, therefore IM: Introducing instant messaging and chat in the workplace
James D. Herbsleb, David L. Atkins, David G. Boyer, Mark Handel, Thomas A. Finholt
April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available:  pdf(619.32 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We report on our experiences of introducing an instant messaging and group chat application into geographically distributed workgroups. We describe a number of issues we encountered, including privacy concerns, individual versus group training, and focusing on teams or individuals. The perception of the tool's utility was a complex issue, depending both on users' views of the importance of informal communication, and their perceptions of the nature of cross-site communication issues. Finally, we ...

Keywords: chat, distributed teams, groupware, instant messaging, presence awareness, technology diffusion

- 10 Educational & help systems: StudioBRIDGE: using group, location, and event information to bridge online and offline encounters for co-located learning groups

Susan Yee, Kat S. Park

April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available:  [pdf\(346.59 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


StudioBRIDGE is an awareness system, based on instant messaging (IM), developed for students working in open studio spaces in the Architecture Department at the Massachusetts Institute of Technology (MIT). The goal of StudioBRIDGE is to help students initiate online and offline interactions by giving them an awareness of nearby people, groups, locations, and events of the community. Even when students are working in close proximity to each other, they are often not aware of the activities and ex ...

Keywords: awareness, computer-mediated communication, informal interactions, opportunistic interfaces

11 I Think, therefore IM: When conventions collide: the tensions of instant messaging attributed

Amy Volda, Wendy C. Newstetter, Elizabeth D. Mynatt

April 2002 **Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves**

Full text available:  [pdf\(360.81 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We discuss findings from observation, interviews, and textual analysis of instant messaging use in a university research lab setting. We propose a method for characterizing the tensions that permeate instant messaging texts and that expose the collision between conventions of verbal and written communication. Given this method, we suggest a design space for exploring potential design choices in instant messaging clients. Finally, we recommend an analysis of communicative conventions as a fruitful ...

Keywords: computer-mediated communication, computer-supported cooperative work, instant messaging, interaction design, sociolinguistics

12 IM everywhere: The character, functions, and styles of instant messaging in the workplace

Ellen Isaacs, Alan Walendowski, Steve Whittaker, Diane J. Schiano, Candace Kamm

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Full text available:  [pdf\(519.02 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Current perceptions of Instant Messaging (IM) use are based primarily on self-report studies. We logged thousands of (mostly) workplace IM conversations and evaluated their conversational characteristics and functions. Contrary to prior research, we found that the primary use of workplace IM was for complex work discussions. Only 28% of conversations were simple, single-purpose interactions and only 31% were about scheduling or coordination. Moreover, people rarely switched from IM to another me ...

Keywords: informal communication, instant messaging, media switching, multitasking, workplace collaboration

13 Astrolabe: A robust and scalable technology for distributed system monitoring, management, and data mining

Robbert Van Renesse, Kenneth P. Birman, Werner Vogels

May 2003 **ACM Transactions on Computer Systems (TOCS)**, Volume 21 Issue 2

Full text available:  [pdf\(341.62 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Scalable management and self-organizational capabilities are emerging as central requirements for a generation of large-scale, highly dynamic, distributed applications. We have developed an entirely new distributed information management system called Astrolabe. Astrolabe collects large-scale system state, permitting rapid updates and providing on-the-fly attribute aggregation. This latter capability permits an application to locate a resource, and also offers a scalable way to track sys ...

Keywords: Aggregation, epidemic protocols, failure detection, gossip, membership, publish-subscribe, scalability

14 Personal technologies: Making space for stories: ambiguity in the design of personal communication systems

Paul M. Aoki, Allison Woodruff

April 2005 **Proceedings of the SIGCHI conference on Human factors in computing systems**

Full text available:  [pdf\(240.33 KB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


Pervasive personal communication technologies offer the potential for important social benefits for individual users, but also the potential for significant social difficulties and costs. In research on face-to-face social interaction, ambiguity is often identified as an important resource for resolving social difficulties. In this paper, we discuss two design cases of personal communication systems, one based on fieldwork of a commercial system and another based on an unrealized design concept. ...

Keywords: ambiguity, face-work, leases, mediated communication, push-to-talk

15 A system for the seamless integration of personal messages using agents developed on a lotus notes platform.

Ramiro Liscano, Roger Impey, Paul Gordon, Suhayya Abu-Hakima

November 1996 **Proceedings of the 1996 conference of the Centre for Advanced Studies on Collaborative research**

Full text available:  [pdf\(92.87 KB\)](#)


Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We introduce a seamless messaging system for the management of personal messages. The aim of it is to intercept, filter, interpret, and deliver multimodal messages (voice, fax, and/or e-mail messages). Messages are delivered to the recipient regardless of their target messaging device. Seamless messaging involves finding the person (if urgent) and delivering the information to them on their cellular phone, pager, laptop, nearest fax, telephone, or workstation. The system includes a set of person ...

16 ContactMap: Organizing communication in a social desktop

Steve Whittaker, Quentin Jones, Bonnie Nardi, Mike Creech, Loren Terveen, Ellen Isaacs, John Hainsworth

December 2004 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 11 Issue 4

Full text available:  [pdf\(4.29 MB\)](#)

Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Modern work is a highly social process, offering many cues for people to organize communication and access information. Shared physical workplaces provide natural support for tasks such as (a) *<i>social reminding</i>* about communication commitments and keeping track of collaborators and friends, and (b) *<i>social data mining</i>* of local


expertise for advice and information. However, many people now collaborate remotely using tools such as email and voicemail. Our field studie ...

Keywords: Email, human-computer interaction, instant messaging, interpersonal communication, iterative user-centered design, personal information management, personal social desktop, social data mining, social reminding, visualization

17 System technology: Supporting activity-centric collaboration through peer-to-peer shared objects

Werner Geyer, Jürgen Vogel, Li-Te Cheng, Michael Muller

November 2003 **Proceedings of the 2003 international ACM SIGGROUP conference on Supporting group work**

Full text available:  pdf(366.92 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


We describe a new collaborative technology that is mid-way between the informality of email and the formality of shared workspaces. Email and other ad hoc collaboration systems are typically lightweight and flexible, but build up an unmanageable clutter of copied objects. At the other extreme, shared workspaces provide formal, structured collaboration, but are too heavyweight for users to set up. To bridge this gap between the ad hoc and formal, this paper introduces the notion of "object-centri ...

Keywords: activity-centric collaboration, emerging collaboration, object-centric sharing, peer-to-peer, replication, synchronization

18 Session 4: Context awareness for group interaction support

Alois Ferscha, Clemens Holzmann, Stefan Oppl

October 2004 **Proceedings of the second international workshop on Mobility management & wireless access protocols**

Full text available:  pdf(363.86 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

In this paper, we present an implemented system for supporting group interaction in mobile distributed computing environments. First, an introduction to context computing and a motivation for using contextual information to facilitate group interaction is given. We then present the architecture of our system, which consists of two parts: a subsystem for location sensing that acquires information about the location of users as well as spatial proximities between them, and one for the actual conte ...

Keywords: context awareness, group interaction, location sensing, sensor fusion

19 Late breaking result papers: HIM: a framework for haptic instant messaging

A.F. Rovers, H.A. van Essen

April 2004 **CHI '04 extended abstracts on Human factors in computing systems**


Full text available:  pdf(483.56 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Instant Messaging (IM) is a popular chatting platform on the internet and increasingly permeates teenage life. Even intimate and emotional content is discussed. As touch is a powerful signal for emotional content, haptic signals, and especially hapticons can contribute to overcome the inevi-table loss of subtle non-verbal communication cues. Audio-visual extensions of IM to share emotions, in particular emoticons, have been received enthusiastically by IM users. This indicates a realistic user-n ...

Keywords: communication, emoticons, hapticons, haptics, instant messaging (IM), intimacy, presence

20 Features: Instant Messaging or Instant Headache?

John Stone, Sarah Merrion

April 2004 **Queue**, Volume 2 Issue 2Full text available:  [pdf\(2.55 MB\)](#) [html\(33.74 KB\)](#)Additional Information: [full citation](#), [index terms](#)

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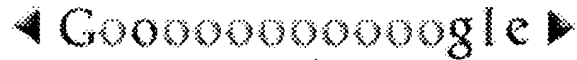
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Aug 19, 2004

PGPUB-DOCUMENT-NUMBER: 20040161090

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040161090 A1

TITLE: Rules based real-time communication system

PUBLICATION-DATE: August 19, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Digate, Charles J.	Winchester	MA	US	
Herot, Christopher F.	Newton Highlands	MA	US	
Ketudat, Tonytip	Lexington	MA	US	
Kopikis, Alexis M.	Brighton	MA	US	

US-CL-CURRENT: 379/202.01; 709/204

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☐ 2. Document ID: US 20040133638 A1

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File: PGPB

Jul 8, 2004

PGPUB-DOCUMENT-NUMBER: 20040133638

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20040133638 A1

TITLE: Calendar-enhanced awareness for instant messaging systems and electronic status boards

PUBLICATION-DATE: July 8, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Doss, J. Smith	Raleigh	NC	US	
Haverstock, Paul W.	Acton	MA	US	
Kovales, Renee M.	Cary	NC	US	

Pozefsky, Diane P. Chapel Hill NC US
Sundstrom, Robert J. Cary NC US

US-CL-CURRENT: 709/203; 707/104.1, 715/738

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D.
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File: PGPB

Jul 1, 2004

PGPUB-DOCUMENT-NUMBER: 20040128353
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040128353 A1

TITLE: Creating dynamic interactive alert messages based on extensible document definitions

PUBLICATION-DATE: July 1, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Goodman, Brian D.	New York	NY	US	
Jania, Frank	Norwalk	CT	US	

US-CL-CURRENT: 709/204

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D.
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File: PGPB

Feb 19, 2004

PGPUB-DOCUMENT-NUMBER: 20040034723
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20040034723 A1

TITLE: Converged conferencing appliance and methods for concurrent voice and data conferencing sessions over networks

PUBLICATION-DATE: February 19, 2004

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Giroti, Sudhir K.	Acton	MA	US	

US-CL-CURRENT: 710/8

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMC	Draw D.
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☐ 5. Document ID: US 20030120593 A1

L6: Entry 5 of 9

File: PGPB

Jun 26, 2003

PGPUB-DOCUMENT-NUMBER: 20030120593
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030120593 A1

TITLE: Method and system for delivering multiple services electronically to customers via a centralized portal architecture

PUBLICATION-DATE: June 26, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Bansal, Amar Inder Singh	Union City	CA	US	
Beylerian, Armen	Alameda	CA	US	
Cross, Vincent	Allen	TX	US	
Davies, Michael H. Lloyd	El Cerrito	CA	US	
Lam, Eric Cheukfung	South San Francisco	CA	US	
Manowski, Michael	San Francisco	CA	US	
Oborne, Timothy William	South San Francisco	CA	US	
Orleman, Paul J.	Daly City	CA	US	
Reyes, Hector JR.	Foster City	CA	US	
von See, Christopher	Garland	TX	US	
Srinivasan, Nahendran	Union City	CA	US	
Tsang, John	Sunnyvale	CA	US	
Welf, Ronald T.	Montara	CA	US	
James, Rebeccah	Allen	TX	US	

US-CL-CURRENT: 705/39; 705/36R

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☐ 6. Document ID: US 20030046296 A1

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File: PGPB

Mar 6, 2003

PGPUB-DOCUMENT-NUMBER: 20030046296
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20030046296 A1

TITLE: Calendar-enhanced awareness for instant messaging systems and electronic status boards

PUBLICATION-DATE: March 6, 2003

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Doss, J. Smith	Raleigh	NC	US	

Haverstock, Paul W.	Acton	MA	US
Kovales, Renee M.	Cary	NC	US
Pozefsky, Diane P.	Chapel Hill	NC	US
Sundstrom, Robert J.	Cary	NC	US

US-CL-CURRENT: 707/102

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Oct 10, 2002

PGPUB-DOCUMENT-NUMBER: 20020147777
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020147777 A1

TITLE: Apparatus and method for use in portal service for a team utilizing
collaboration services

PUBLICATION-DATE: October 10, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hackbarth, Randy L.	Western Springs	IL	US	
Herbsleb, James David	Naperville	IL	US	
Wills, Graham John	Naperville	IL	US	

US-CL-CURRENT: 709/205; 709/227

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KWOC	Draw Dg
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File: PGPB

Oct 3, 2002

PGPUB-DOCUMENT-NUMBER: 20020143877
PGPUB-FILING-TYPE: new
DOCUMENT-IDENTIFIER: US 20020143877 A1

TITLE: Apparatus and method for use in a data/conference call system to provide
collaboration services

PUBLICATION-DATE: October 3, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Hackbarth, Randy L.	Western Springs	IL	US	
Herbsleb, James David	Naperville	IL	US	
Wills, Graham John	Naperville	IL	US	

US-CL-CURRENT: 709/205; 715/751

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMIC	Draw De
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☐ 9. Document ID: US 20020143876 A1

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File: PGPB

Oct 3, 2002

PGPUB-DOCUMENT-NUMBER: 20020143876

PGPUB-FILING-TYPE: new

DOCUMENT-IDENTIFIER: US 20020143876 A1

TITLE: Apparatus and method for use in collaboration services

PUBLICATION-DATE: October 3, 2002

INVENTOR-INFORMATION:

NAME	CITY	STATE	COUNTRY	RULE-47
Boyer, David Gray	Oceanport	NJ	US	
Coplien, James Owen	Wheaton	IL	US	
Grinter, Rebecca Elizabeth	San Francisco	CA	US	
Hackbarth, Randy L.	Western Springs	IL	US	
Herbsleb, James David	Naperville	IL	US	
Jagadeesan, Lalita Jategaonkar	Naperville	IL	US	
Mataga, Peter Andrew	Sparta Township	NJ	US	
Wills, Graham John	Naperville	IL	US	

US-CL-CURRENT: 709/205; 709/227

Full	Title	Citation	Front	Review	Classification	Date	Reference	Sequences	Attachments	Claims	KMIC	Draw De
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Clear

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Print

Fwd Refs

Bkwd Refs

Generate OACS

Term	Documents
SUBSCRIB\$	0
SUBSCRIB	2996
SUBSCRIBA	14
SUBSCRIBABLE	25
SUBSCRIBABLECO	1
SUBSCRIBABLECOMPONENT	1
SUBSCRIBAD	2
SUBSCRIBADAPTED	1
SUBSCRIBALSO	1
SUBSCRIBAN	1

SUBSCRIBAND	1
(L5 AND SUBSCRIB\$).PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD.	9

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	US Patents Full-Text Database
	US OCR Full-Text Database
	EPO Abstracts Database
	JPO Abstracts Database
	Derwent World Patents Index
	IBM Technical Disclosure Bulletins

Term:	L5 and subscrib\$	▲	▼
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Display:	50	Documents in Display Format:	-	Starting with Number	1
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Generate: ☐ Hit List ☒ Hit Count ☐ Side by Side ☐ Image

Search History

DATE: Saturday, September 17, 2005 [Printable Copy](#) [Create Case](#)

<u>Set Name</u>	<u>Query</u>	<u>Hit Count</u>	<u>Set Name</u>
side by side			result set
<i>DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; PLUR=YES; OP=OR</i>			
<u>L6</u>	L5 and subscrib\$	9	<u>L6</u>
<u>L5</u>	L4 and status	13	<u>L5</u>
<u>L4</u>	L3 and (contact near information)	14	<u>L4</u>
<u>L3</u>	L2 and awareness	28	<u>L3</u>
<u>L2</u>	L1 and (calendar)	180	<u>L2</u>
<u>L1</u>	instant near messaging near systems	925	<u>L1</u>

END OF SEARCH HISTORY